



COMPLAINTS PROCEDURE

Tourism Saskatchewan encourages feedback from travellers. Most often, their comments are favourable. Occasionally, we hear accounts of unfortunate experiences or substandard service. Consumers have expectations that their complaints will be addressed. Therefore, Tourism Saskatchewan has developed an official Complaints Procedure.

In responding to complaints submitted to us, the following steps are taken by Tourism Saskatchewan:

1. Permission is acquired from the complainant to share their correspondence with the business in question and appropriate third parties.
2. Contact, in writing, is made with the subject of the complaint, who is provided an opportunity to share their side of the story. Copies of the original complaint and any related material are provided to the business/operator, as well as to appropriate government ministries, organizations, and tourism regions. Tourism Saskatchewan and its education division, the Saskatchewan Tourism Education Council, offer assistance relating to customer services and human resources issues.

If three legitimate complaints are received and remain unresolved within an eighteen-month period, the issue will be taken to a committee of industry representatives for review. Upon their recommendation, Tourism Saskatchewan will remove the business or property from online and travel guide listings, marketing programs, and brochure display opportunities. If the business is a Tourism Saskatchewan member, they will no longer be granted use of our logo in their marketing materials, and links to our website will be forbidden. Tourism Saskatchewan will notify the business of this decision in writing and will provide conditions that must be met before participation in our marketing programs can resume.